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                     BEFORE THE
             ILLINOIS COMMERCE COMMISSION
 2
 3 IN THE MATTER OF:
 4 MAXINE JOHNSON
       -vs-
                                 ) No. 02-0680
 5 PEOPLES GAS, LIGHT and
   COKE COMPANY
 6
   Complaint as to inaccurate
 7 billing, erroneous balance
   due and estimating billing
 8 in Chicago, Illinois.
                                 )
 9
                      Chicago, Illinois
                      July 9, 2003
10
11
      Met, pursuant to adjournment at 1 o'clock p.m.
12 BEFORE:
13
       MS. CLAUDIA SAINSOT,
       Administrative Law Judge
14
   APPEARANCES:
15
       MS. MAXINE JOHNSON
16
       3947 West Park Avenue, Apartment 1
       Chicago, Illinois
17
            appearing pro se;
18
       MR. PETER BRIGIDA
       130 East Randolph
19
       Chicago, Illinois
            appearing for Peoples Gas,
20
            Light and Coke Company.
21 SULLIVAN REPORTING COMPANY, by
   Patricia Wesley, CSR
22 License No. 084-002170
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- 1 JUDGE SAINSOT: By the authority vested in me by
- 2 the Illinois Commerce Commission, I now call Docket
- 3 No. 02-0680. It is a complaint of Maxine Johnson vs.
- 4 Peoples Gas, Light and Coke Company. It concerns
- 5 inaccurate billing, erroneous balance due, and
- 6 estimating billing in Chicago, Illinois.
- 7 Will the parties identify themselves for
- 8 the record, and, Ms. Johnson, please, include your
- 9 address and phone number as well.
- 10 MS. JOHNSON: Maxine Johnson, 3947 West Polk
- 11 Street, Apartment 1, Chicago, Illinois, 60624.
- 12 MR. BRIGIDA: Peter Brigida on behalf of Peoples
- 13 Gas, Light and Coke Company, 130 East Randolph Drive,
- 14 Chicago, Illinois, 60601; the telephone number
- 15 312-240-4461.
- 16 JUDGE SAINSOT: All right. So, for the record, I
- 17 have a motion to dismiss filed by Mr. Brigida.
- 18 Mr. Brigida on behalf of Peoples Gas, Light and Coke
- 19 Company has asserted essentially in his motion to
- 20 dismiss that Ms. Johnson has not answered his data
- 21 request pursuant to discovery adequately.
- For the record, Mr. Brigida, at this time

- 1 I am denying this motion to dismiss with the following
- 2 caveat, and this is why the pen and paper: I asked
- 3 you, Ms. Johnson, to get a pen and paper. You can
- 4 figure out how long it will take you to get this
- 5 information. There are a few data requests that I
- 6 find are incomplete, and they are as follows: No. 1,
- 7 where you describe where Mr. Brigida asks you about
- 8 the appliances that's supplied to the address in
- 9 question and you responded furnace in the basement. I
- 10 would like --
- 11 MS. JOHNSON: I corrected that, your Honor.
- 12 JUDGE SAINSOT: Did you put more information in the
- 13 back regarding that?
- MS. JOHNSON: Attachment 3.
- JUDGE SAINSOT: Attachment 2 -- Attachment 3,
- 16 furnace for apartment 1, January 1999 to present
- 17 located in basement. Don't know make and model.
- 18 Well, you can go down and look and see
- 19 what kind of furnace you have, Ms. Johnson, and you
- 20 can put down on paper whether the furnace is for the
- 21 whole building.
- MS. JOHNSON: It's not. It's per apartment.

- 1 JUDGE SAINSOT: Okay. Well, that's what
- 2 Mr. Brigida wanted to know, so if you could please put
- 3 down the make, and model, and how many units that
- 4 serves.
- 5 MS. JOHNSON: One, mine.
- 6 JUDGE SAINSOT: Well, just this is why pen and
- 7 paper are handy, and the same thing for the hot water
- 8 heater.
- 9 Question 2, how many units those served?
- 10 And for Question 10, Mr. Brigida wants to know whether
- 11 you have a stove and whether the occupant of the
- 12 building has a stove, and what kind of stove you have,
- 13 although --
- MS. JOHNSON: Is that --
- 15 JUDGE SAINSOT: -- stoves I would imagine are
- 16 pretty much the same, aren't they?
- MS. JOHNSON: It's not natural gas.
- 18 JUDGE SAINSOT: It's not natural gas?
- 19 MS. JOHNSON: It's not a natural gas cooking
- 20 account. It's strictly furnace and heater.
- JUDGE SAINSOT: Okay. Just write that down.
- No. 10 you have gas stove write down that

- 1 you don't have gas stove.
- 2 MR. BRIGIDA: She can put down electric stove.
- 3 MS. JOHNSON: I'll put natural gas. That's what
- 4 applies to them.
- 5 JUDGE SAINSOT: Right. So you are saying that you
- 6 have an electric stove?
- 7 MS. JOHNSON: I don't have a stove, but the line is
- 8 not even natural gas. It's never been a natural gas.
- 9 JUDGE SAINSOT: Okay. So if you don't have a
- 10 stove, that's fine, just put down whatever the --
- 11 MS. JOHNSON: Equivalent to irrelevant.
- 12 JUDGE SAINSOT: But it's irrelevant because you
- 13 don't have it.
- MS. JOHNSON: And if I did, it's not natural gas.
- 15 It's not a cooking account.
- 16 JUDGE SAINSOT: So just put down the fact that
- 17 makes it irrelevant and then he'll go away about that
- 18 figuratively speaking.
- 19 Mr. Brigida, in Question 11 I think wants
- 20 to know if you had any workmen out there working on
- 21 your building. If you have haven't, just put
- 22 none.

- 1 MS. JOHNSON: I don't personally hire staff. I'm a
- 2 tenant.
- 3 JUDGE SAINSOT: Oh.
- 4 MS. JOHNSON: That's -- also, remember we said --
- 5 JUDGE SAINSOT: Right. Right. Okay. So the
- 6 answer to the question -- that's the answer to
- 7 Question 11 then is that you are a tenant, period.
- 8 MS. JOHNSON: That was my point about the heater
- 9 and the other stuff, you know what I'm saying.
- 10 JUDGE SAINSOT: I understand.
- MS. JOHNSON: And that's why I brought up before
- 12 that this information he got from the landlord.
- 13 JUDGE SAINSOT: Okay.
- 14 MS. JOHNSON: You see what I'm saying. That's what
- 15 I was saying.
- 16 JUDGE SAINSOT: Okay. But it's not clear to me.
- 17 I'm only getting little bits and pieces of this.
- 18 MS. JOHNSON: That's what I was trying to explain
- 19 before. That's what I was saying.
- 20 MR. BRIGIDA: Judge, even if she's not the owner
- 21 with respect to the information regarding the heater
- 22 and hot water and -- furnace and hot water heater,

- 1 those are appliances that serve her unit and they're
- 2 directly relevant to what she's claiming.
- JUDGE SAINSOT: That's why I'm telling her she has
- 4 to espound.
- 5 MS. JOHNSON: Your Honor, how many tenants do you
- 6 know have access to their landlord's keys to check out
- 7 the landlord's appliances?
- 8 JUDGE SAINSOT: I didn't know. Can I ask you
- 9 something.
- 10 MS. JOHNSON: And that was what I was saying.
- 11 JUDGE SAINSOT: This is a building dispute --
- 12 MR. BRIGIDA: Absolutely.
- 13 JUDGE SAINSOT: -- so --
- 14 MS. JOHNSON: That was my point.
- 15 JUDGE SAINSOT: -- what --
- MR. BRIGIDA: A lot of times complaints will state
- 17 I know the bill's wrong because I couldn't have used
- 18 this much gas.
- 19 JUDGE SAINSOT: I don't think that's what she's
- 20 saying.
- 21 MS. JOHNSON: That's not what I said.
- MR. BRIGIDA: We are still with respect to any

- 1 estimation. Estimations are based on factors, heating
- 2 factors, and non-heating factors, and knowing exactly
- 3 what size appliances is provided.
- 4 MS. JOHNSON: And if -- and if that's an issue,
- 5 wouldn't they as a company establish that and write
- 6 that during their inspections --
- 7 JUDGE SAINSOT: Not necessarily.
- 8 MS. JOHNSON: -- as a facility, then tenants
- 9 wouldn't be -- a tenant is being estimated. The
- 10 tenant is not estimating --
- 11 JUDGE SAINSOT: Right. I understand.
- 12 MS. JOHNSON: -- you know.
- 13 JUDGE SAINSOT: I understand.
- MS. JOHNSON: So that's what I was talking about.
- 15 JUDGE SAINSOT: If you can try and figure out the
- 16 make and model of the furnace and the hot water
- 17 heater, and I have one more thing -- what was the
- 18 third one -- and write down circumstances regarding
- 19 No. 10 that you don't have a stove.
- 20 MS. JOHNSON: I'll put it's not natural gas.
- 21 JUDGE SAINSOT: Right.
- MS. JOHNSON: Not a natural gas account.

- 1 JUDGE SAINSOT: Right. And 11 just put down the
- 2 circumstances concerning why you don't know who works
- 3 on the building, namely, you don't own it or whatever.
- 4 MS. JOHNSON: Right.
- 5 JUDGE SAINSOT: And there is one more, 21. I don't
- 6 think you put down who at the Commerce Commission you
- 7 talked to regarding this.
- 8 MS. JOHNSON: Carol Mastro (phonetic), Kathy
- 9 Griffin.
- 10 JUDGE SAINSOT: Write that down.
- 11 MS. JOHNSON: You're speaking all the people, all
- 12 the receptionists I talked to?
- 13 JUDGE SAINSOT: No.
- 14 MS. JOHNSON: Chief Clerk?
- 15 JUDGE SAINSOT: No.
- MS. JOHNSON: I mean, it's been tons of people.
- JUDGE SAINSOT: Did you talk to a consumer rep?
- 18 MS. JOHNSON: That was Karen Mastro, Kathy Griffin.
- 19 JUDGE SAINSOT: But the receptionist doesn't
- 20 matter. I'm sure the Chief Clerk doesn't matter
- 21 either. Those are people you talked to.
- MS. JOHNSON: That's why I put Springfield,

- 1 Chicago, because it's been a host of people, even when
- 2 I was constantly being harassed with the shutoff
- 3 notice, I contacted your office. They told me you
- 4 were on vacation. They referred me back to that
- 5 number. That's when the company -- even though we --
- 6 they were giving me the shutoff notice, they required
- 7 me to contact ICC to be the go-between --
- 8 JUDGE SAINSOT: Anyone you talked to about the
- 9 substance, like --
- 10 MS. JOHNSON: -- and there's a person who sent them
- 11 the documents, sent them the information.
- 12 JUDGE SAINSOT: Right.
- 13 MS. JOHNSON: Right.
- 14 JUDGE SAINSOT: But just so he knows, I mean, who
- 15 you talked to --
- 16 MS. JOHNSON: Karen Mastro, Kathy Griffin --
- JUDGE SAINSOT: -- with respect --
- 18 MS. JOHNSON: Chief Clerk.
- 19 JUDGE SAINSOT: Yes, if you talked to the --
- 20 MS. JOHNSON: All them, you know.
- 21 JUDGE SAINSOT: -- Chief Clerk I doubt would listen
- 22 to the substance.

- 1 MS. JOHNSON: Okay. Kathy Griffin and Carol
- 2 Mastro.
- 3 JUDGE SAINSOT: Just write that down as your
- 4 response. All I'm asking is -- what I am trying to do
- 5 is determine what is reasonable for you to answer and
- 6 what's not, and, frankly, Mr. Brigida, you know, a lot
- 7 of these requests you are certainly free to ask for,
- 8 but a lot of these things a lawyer wouldn't answer,
- 9 how many BTUs, you know.
- 10 MR. BRIGIDA: The information is available, Judge.
- 11 I mean, I don't see why that's -- why that's not
- 12 relevant if that's what I understand you are saying.
- 13 JUDGE SAINSOT: No. If she knows, that's fine, but
- 14 to expect it to the point where you have moved to
- 15 dismiss based on her failure to -- I mean, I guess my
- 16 point is that you can always ask for it, just don't
- 17 expect it.
- 18 MR. BRIGIDA: That's fine, Judge.
- 19 JUDGE SAINSOT: That's the kind of information.
- 20 MR. BRIGIDA: And, you know, I agree with you that
- 21 there's some answers that a perfect response is I
- 22 don't know, not available, but until she puts that

- 1 down, I don't know that information.
- JUDGE SAINSOT: I understand. That's why I went
- 3 over these items and determined which ones you need
- 4 more information on. The rest of them you are not
- 5 getting any more information on because it's just
- 6 beyond --
- 7 MR. BRIGIDA: There's a couple of things I would
- 8 like to talk about here if I could.
- 9 JUDGE SAINSOT: Okay.
- 10 MR. BRIGIDA: No. 12, copy of all bills for all
- 11 natural gas service, and first she put not applicable,
- 12 then she put People Energy, Peoples Gas, already have.
- 13 That's not true. We don't keep copies of bills back
- 14 in time. We keep them for a certain limited time.
- If she's going to be overestimating based
- 16 on bills she has, I still have to see what bills she
- 17 has.
- JUDGE SAINSOT: You have bills for the past three
- 19 years?
- 20 MR. BRIGIDA: No, we don't.
- 21 MS. JOHNSON: It's on the form that I submitted.
- MR. BRIGIDA: We don't have a copy of the actual

- 1 bills. We keep electronic information that was on the
- 2 bills, but the actual bills themselves we don't keep.
- 3 JUDGE SAINSOT: What's the difference?
- 4 MR. BRIGIDA: Well, the difference is if she's
- 5 claiming that she had a bill at a certain point of
- 6 time that had an amount, now she's disputing it, I'd
- 7 like to see what bills she's talking about.
- 8 MS. JOHNSON: It's on there, your Honor, on the
- 9 form I submitted.
- 10 JUDGE SAINSOT: On which form?
- 11 MS. JOHNSON: Attachment 1.
- 12 MR. BRIGIDA: I think she's talking about
- 13 Attachment 1.
- 14 MS. JOHNSON: It listed the estimates. It listed
- 15 the category of the bills.
- 16 MR. BRIGIDA: These aren't bills.
- 17 MS. JOHNSON: They are bills. They're from special
- 18 services allocated as bills, my payments, my account
- 19 transcript thereof listed and noted as bill.
- JUDGE SAINSOT: This is something that you got from
- 21 Peoples --
- 22 MS. JOHNSON: Yes, that's from them and that's what

- 1 I was saying at the last meeting. That's when you
- 2 said don't write --
- 3 JUDGE SAINSOT: She doesn't have them. She doesn't
- 4 have them.
- 5 MR. BRIGIDA: That's fine. That's a perfect
- 6 answer, Judge. She hasn't answered that question.
- 7 She said Peoples Energy, Peoples Gas already have.
- 8 MS. JOHNSON: Your Honor, besides Peoples Energy,
- 9 true, already have when I -- last meeting when I
- 10 stated that. In addition, I submitted that, so he has
- 11 it --
- 12 JUDGE SAINSOT: Right.
- Do you have --
- 14 MS. JOHNSON: -- which is from him.
- JUDGE SAINSOT: Do you have any other bills just to
- 16 get the record straight here?
- MS. JOHNSON: Yes, I do have bills, but, look,
- 18 bills from the company, who are the originators, the
- 19 creators, the producers of who have it, who analyzed,
- 20 who illustrate details of it.
- JUDGE SAINSOT: I don't see why the bill would have
- 22 any more information than this.

- 1 MR. BRIGIDA: If she's claiming the bill is
- 2 different, she can't want to stipulate. If everything
- 3 on here is correct, I have no problem on this. If
- 4 she's going to dispute any of our information, I want
- 5 to know the basis of her disputing if she has it and
- 6 intending --
- 7 MS. JOHNSON: It's listed.
- 8 MR. BRIGIDA: If she intends to offer it and use it
- 9 as evidence in the trial, I believe I'm entitled to
- 10 it. We do not have a copy of bills going back in
- 11 time. We started to keep electronic copies.
- 12 JUDGE SAINSOT: That would be true, Ms. Johnson.
- 13 It depends on what you are using, what your purpose is
- 14 with discovery. If you bring the actual bills, the
- 15 things that he gets in the mail, to trial and you
- 16 haven't given them to be entered into evidence and you
- 17 haven't let Mr. Brigida see them ahead of time, most
- 18 lawyers would object and say I haven't seen this
- 19 before.
- 20 And if those things aren't exactly like
- 21 this thing, which, you know, I don't know why they'd
- 22 be different, but, you know, it might behoove you to

- 1 xerox those bills and submit them with your responses
- 2 that you are going to submit that you are writing
- 3 down.
- 4 MS. JOHNSON: Okay. And, in addition, just may I
- 5 add, didn't he say up to three years back?
- 6 JUDGE SAINSOT: Well, I always thought it was three
- 7 years back.
- 8 MS. JOHNSON: That's per period we covered. That's
- 9 the period he's requesting.
- 10 JUDGE SAINSOT: If he tells me that his company
- 11 doesn't do it that way, I mean, I think you are
- 12 required by law to have them three years.
- 13 MR. BRIGIDA: We keep the information on the bills
- 14 but not the actual copies of bills. Again, we started
- 15 to do it electronically.
- 16 JUDGE SAINSOT: Like everything else.
- MR. BRIGIDA: It doesn't go back to the '99 period.
- 18 I think we have gone back. We may have bills going
- 19 back nine months or so.
- JUDGE SAINSOT: So, Ms. Johnson, it's really a good
- 21 idea for you strategically to xerox those bills if you
- 22 have them and give him the xerox, not the original.

- 1 MS. JOHNSON: And what is that for given they're
- 2 the distributor, creator, and originator of the
- 3 bills?
- 4 JUDGE SAINSOT: This is what I'm telling you that
- 5 it's a good idea to do it. I'm not saying you have to
- 6 do it. If he's right, and I mean, he works at Peoples
- 7 Gas, he knows better about the billing than anybody
- 8 else there and you come into trial and you say I would
- 9 like to have these bills admitted into evidence, which
- 10 people do when there's billing disputes, he can object
- 11 to their admission into evidence because he hasn't had
- 12 a chance to look at those documents before. He's only
- 13 had a chance to look at this, and if this doesn't
- 14 match up perfectly with those documents, then -- you
- 15 know, then you are giving him a leg to bar what might
- 16 be perfectly good evidence elsewhere and totally
- 17 unnecessarily because, you know, they're just bills.
- 18 You can xerox them and send them off to him and then
- 19 that's a moot issue.
- 20 MS. JOHNSON: That's it. The period of coverage --
- 21 the period of coverage of the dispute, given that it's
- 22 their bill, and their system, and it's a discrepancy,

- 1 that's the whole point.
- JUDGE SAINSOT: I understand.
- 3 MS. JOHNSON: Okay.
- 4 JUDGE SAINSOT: But I'm just saying that from a
- 5 lawyer's point of view it's best to cover yourself in
- 6 that manner.
- 7 MS. JOHNSON: Okay.
- 8 JUDGE SAINSOT: Is there anything else,
- 9 Mr. Brigida?
- 10 MR. BRIGIDA: No. 14, Judge.
- 11 JUDGE SAINSOT: No. 14.
- MR. BRIGIDA: I asked for No. 13. I asked for
- 13 list all payments. No. 14 I asked for, including
- 14 copies of all documents evidencing any payments, and
- 15 she just refers back to Attachment 1, which is the
- 16 same document we have been looking for or looking at.
- MS. JOHNSON: What number?
- 18 JUDGE SAINSOT: What are you looking for?
- 19 Cancelled checks?
- 20 MR. BRIGIDA: Absolutely, or other -- if she paid
- 21 by credit card, credit card statement. What's central
- 22 here is she's claiming she made a \$200 payment that we

- 1 never credited her. We show one \$200 payment being
- 2 credited in this time period. So if she's saying
- 3 there was another one, show me some evidence that she
- 4 actually paid, and she hasn't provided that to me.
- 5 MS. JOHNSON: No, it's one in the same. It's the
- 6 date. It's the issue. It's after that conversation,
- 7 that conversation March 7th with Kaye Staley, that
- 8 because that was an agreement of, like I said, the
- 9 resolve she came to and later abandoned and entered
- 10 their offices March 11th, like I stated on my formal
- 11 complaint form.
- So what I did in No. 14 I say see
- 13 Attachment 1, because what it lists for you is all
- 14 that period all those checks that they stated, which
- 15 is showing what they received. That's redundant for
- 16 me.
- JUDGE SAINSOT: All right. You know, but there's
- 18 only one \$200 check --
- 19 MS. JOHNSON: Exactly.
- 20 JUDGE SAINSOT: -- that's really at issue. Do you
- 21 have a copy of that?
- 22 MS. JOHNSON: Remember the first hearing, November

- 1 6, 2002?
- JUDGE SAINSOT: You've got a copy of the check?
- 3 MS. JOHNSON: Yes. I gave it to him.
- 4 JUDGE SAINSOT: You've got a copy for yourself?
- 5 MS. JOHNSON: Yes. I gave it to him first hearing.
- 6 MR. BRIGIDA: I have no problem limiting this case
- 7 to this \$200 check, but if she's going to dispute any
- 8 other amount, then we necessarily have to get into --
- 9 I should be entitled to view other statements. If she
- 10 wants to limit it to this particular check, I --
- 11 JUDGE SAINSOT: Are you contesting anything else
- 12 besides the late charges or anything?
- MS. JOHNSON: Overestimations, whenever that may
- 14 apply. But, in regard to that question, like I was --
- 15 I answered the question like how were you paying? All
- 16 by check, other than one phoned-in credit card. See
- 17 Attachment 1 is meaning the company is illustrating
- 18 that they have received all of those checks. That's a
- 19 \$10 fee per every check to verify what is already
- 20 listed and stated in Attachment 1 --
- JUDGE SAINSOT: Let me just see Attachment 1.
- 22 MS. JOHNSON: -- which they're listing all my

- 1 payments and when they received them.
- 2 MR. BRIGIDA: If she wants to stipulate that what's
- 3 on here is correct, I don't need the information that
- 4 I'm asking for then, but, again, she's going to have
- 5 to stipulate that what's shown on here is correct.
- 6 JUDGE SAINSOT: Well, do you agree that that's
- 7 correct?
- 8 MS. JOHNSON: The payments, yes, they're all
- 9 payments I have made that they show payments received,
- 10 so what am I going --
- 11 JUDGE SAINSOT: I think what Mr. Brigida's point is
- 12 that he's not sure whether you are saying that
- 13 this -- the document that you have from Peoples Gas
- 14 that lists all the payments and things -- whether you
- 15 are saying that that is accurate.
- 16 MS. JOHNSON: The payment is made. The payment is
- 17 acknowledged received.
- 18 JUDGE SAINSOT: Right. I think I understand where
- 19 you are both coming from. I think what you are
- 20 saying, Ms. Johnson, is that but for that \$200
- 21 payment, it's right.
- 22 MS. JOHNSON: Right.

- 1 JUDGE SAINSOT: And --
- 2 MS. JOHNSON: Right.
- JUDGE SAINSOT: -- I think maybe you need to just
- 4 write this down. You need to explain that in your
- 5 Answers to Interrogatories, if that's your theory, but
- 6 for this \$200 payment, I'm not contesting Peoples'
- 7 bills, because you -- he's concerned I think, or I
- 8 would be as a lawyer, that you walk into a trial and
- 9 all of a sudden there's a \$500 payment from 1998 at
- 10 issue and you are going what.
- 11 MS. JOHNSON: No, I'm answering his questions.
- 12 JUDGE SAINSOT: Right. Right.
- 13 MS. JOHNSON: His time period --
- 14 JUDGE SAINSOT: So he's trying to focus it down so
- 15 he can prepare himself and know what's focused -- it
- 16 does narrow the focus, so he knows what you are
- 17 talking about, and he knows how to prepare himself for
- 18 trial, or settlement, or whatever is appropriate, so
- 19 am I --
- 20 MR. BRIGIDA: Yes, absolutely, Judge. Again, I
- 21 think one of the problems I don't understand exactly
- 22 what she's complaining about. If it's this \$200

- 1 payment, then we can absolutely focus on that, but her
- 2 complaint and previous discussions, both on and off
- 3 the record, seem to talk about overestimation and I
- 4 don't know what she means by that. When did we
- 5 overestimate her and how much?
- 6 MS. JOHNSON: It's listed there and how much. How
- 7 much? That whole point of the estimation was done.
- 8 Clearly it was a new meter and all readings were
- 9 available but just weren't being taken.
- 10 So my discussion with Kaye Staley, when
- 11 she contacted me in that regard, because, for
- 12 instance, like in my formal complaint where I stated
- 13 she finally came to the figure of 516-some-odd cents,
- 14 what I'm saying when I did a roundabout estimation, I
- 15 got 501. That's a \$15 difference still to my
- 16 detriment, but I went with that. That has totally
- 17 been abandoned because it's been a switch-a-roo to say
- 18 that conversation never -- evidentally never happened
- 19 because that adjustment resolve that was discussed was
- 20 abandoned, and it's been me runing down thereafter to
- 21 get it straightened out, because that \$200 deduction
- 22 was taken from an old figure, which included all the

- 1 estimated figures in their normal state, which in her
- 2 resolve was a meeting of the minds, shall we say,
- 3 like, okay, that figure's acceptable, boom.
- 4 That's when I sent in a check, but the
- 5 check is being instead deducted from the non-adjusted
- 6 figure which keeps it at estimated as though it never
- 7 existed, that as if that discussion never existed, as
- 8 the resolve never existed.
- 9 JUDGE SAINSOT: I will say -- well, Mr. Brigida, is
- 10 there anything else that you have a problem with?
- 11 MR. BRIGIDA: Let's see.
- 12 JUDGE SAINSOT: You want to take a minute.
- MR. BRIGIDA: No. I've got this marked down,
- 14 No. 18.
- JUDGE SAINSOT: Statutes? No, we are not doing
- 16 statutes in the code. She's been fairly factually
- 17 specific and that's just the way it goes. There's
- 18 really a law that says you have to write a complaint
- 19 with the statute or you just have to state facts.
- 20 MR. BRIGIDA: I understand that, Judge, but my
- 21 understanding is the ICC has authority to deal with
- 22 violations of Commission rules, public utility laws,

- 1 et cetera, and if I don't know what violations she's
- 2 alleging, I don't know how to defend the company.
- 3 JUDGE SAINSOT: Well, excuse me. You have got the
- 4 facts
- 5 MR. BRIGIDA: Actually, I don't, Judge. Here I
- 6 don't believe she's ever clearly stated what facts
- 7 constitute even if we are not calling it violation of
- 8 statute, just wrongdoing by the company and specific
- 9 relief. To me, her complaint is vague. It's not
- 10 clear --
- 11 JUDGE SAINSOT: Well --
- 12 MR. BRIGIDA: -- and that's all I'm trying to get
- 13 to here. If she wants to specifically list exactly
- 14 what we did wrong, you know, maybe in chronological
- 15 order, that will do two things.
- 16 JUDGE SAINSOT: She's got all these conversations.
- 17 Did you read all the conversations with the people?
- 18 MR. BRIGIDA: I did.
- 19 MS. JOHNSON: Exactly.
- 20 JUDGE SAINSOT: Employees.
- MR. BRIGIDA: But, Judge, I still don't understand.
- 22 You know, does she have a specific dollar amount that

- 1 she's claiming we overcharged her?
- JUDGE SAINSOT: Didn't I just talk about that? I,
- 3 mean was \$200 plus some late charges.
- 4 MR. BRIGIDA: You talked about that. I'm not sure
- 5 if she's agreed to that. Again, if she's agreed to
- 6 that, then we can deal with that amount, but it seems
- 7 to me she's talking about an overestimation. This
- 8 deal she made I don't know exactly what amount she's
- 9 talking about, Judge, and I'm not going to sit here
- 10 and guess as to what amount she's talking.
- MS. JOHNSON: Have you talked with Kay Staley?
- MR. BRIGIDA: Yes, I have, ma'am.
- MS. JOHNSON: And what did she tell you?
- 14 MR. BRIGIDA: That I have spoken to her and, you
- 15 know, that's not something we need to discuss right
- 16 now.
- JUDGE SAINSOT: Don't discuss it in front of me.
- 18 MS. JOHNSON: Okay.
- 19 MR. BRIGIDA: What I'm trying to understand is
- 20 exactly what are you complaining about and exactly
- 21 what is this relief you are asking for?
- JUDGE SAINSOT: All right. I'm going to leave you

- 1 alone for about 10 or 15 minutes, and during that
- 2 time, I want you to also think about -- since I have
- 3 formally denied your motion to dismiss, I want you to
- 4 think about how long it would take you to get those
- 5 answers I told you --
- 6 MS. JOHNSON: I can write it out for him.
- 7 JUDGE SAINSOT: -- except for the furnace and hot
- 8 water heater, if you can, but I would --
- 9 MS. JOHNSON: If he hands me the paper, I would
- 10 write it down.
- 11 MR. BRIGIDA: She also has to run copies of bills.
- 12 JUDGE SAINSOT: Give yourself, you know, a
- 13 little -- a comfortable time. You think it will take
- 14 you a week, ask for 10 days or two weeks.
- MS. JOHNSON: No, I don't want to wait like that.
- 16 Hand me your paper. I'll write it in.
- 17 JUDGE SAINSOT: You still need to do the bills.
- 18 MS. JOHNSON: I can call them for -- look up the
- 19 number and call them, right.
- 20 MR. BRIGIDA: Judge, I want everything in writing.
- 21 I'm sorry.
- 22 JUDGE SAINSOT: Right. You need to think about

- 1 this. You need to think about and do it, but it
- 2 shouldn't take too long. I'm not saying it should
- 3 take a long time. You don't want to hammer it off,
- 4 and the other thing you both need to think about
- 5 before I leave you alone is if there's more discovery
- 6 that you want from him, that there's any information
- 7 you want, too, from him, and if there's more
- 8 information that you want from her and how long it can
- 9 take -- it's going to take for you, too, if you need
- 10 more information from each other and a trial date,
- 11 because it seems to me that we could have a trial date
- 12 probably fairly quickly, so I'm going to leave you
- 13 alone for about 10 or 15 minutes to talk about some of
- 14 these issues so that you can -- if you have more
- 15 information that you want, now is the time to think
- 16 about that, Mr. Brigida, and to maybe clarify your
- 17 case. All right.
- 18 MS. JOHNSON: Your Honor, just what was that number
- 19 that we were just discussing? Because --
- 20 JUDGE SAINSOT: Eighteen.
- 21 MS. JOHNSON: -- because he said he doesn't
- 22 understand. My point was, like he said, I already

- 1 described it as being estimated when there was no
- 2 reason to estimate and it's logged on the --
- 3 JUDGE SAINSOT: Do you have the time --
- 4 MS. JOHNSON: I don't know which number.
- 5 JUDGE SAINSOT: I think it's 18 and 19. Do you
- 6 have the time period in question? Well --
- 7 MS. JOHNSON: It's there.
- 8 JUDGE SAINSOT: Yes, it --
- 9 MS. JOHNSON: You know what I'm saying.
- 10 JUDGE SAINSOT: The phone conversation --
- 11 MS. JOHNSON: All of it is there as well as on
- 12 Attachment 1. Their paper shows the estimated --
- 13 JUDGE SAINSOT: Right.
- 14 MS. JOHNSON: -- period.
- 15 JUDGE SAINSOT: Right. This summary, this
- 16 Attachment 1.
- MS. JOHNSON: As I was saying, and the complaint
- 18 speaks of -- refers to the person that I spoke to and
- 19 the attachment and whose those people and those dates.
- JUDGE SAINSOT: Mr. Brigida, do you have other
- 21 questions to narrow it down? I would suggest also
- 22 just talking to her for five minutes, because she can

- 1 connect the dots with this information pretty well if
- 2 that makes any sense.
- 3 MR. BRIGIDA: Okay.
- 4 JUDGE SAINSOT: And it is -- you know, lawyers tend
- 5 to say see answer to question blah, blah, see
- 6 answer to question blah, blah, blah. She's not doing
- 7 that here, but maybe talking to her for 5 minutes will
- 8 have the same result.
- 9 MR. BRIGIDA: It's worth a try.
- 10 JUDGE SAINSOT: All right.
- 11 (Off the record.)
- 12 We will go back on the record.
- The parties have agreed to the following
- 14 schedule: On July 14th Ms. Johnson will serve -- and
- 15 what I mean by serving, placing it in the United
- 16 States mail with sufficient postage the additional --
- 17 let me think of how to put this -- the additional
- 18 information that was previously discussed that was
- 19 responses to Mr. Brigida's discovery request.
- 20 We'll have a trial a month -- exactly a
- 21 month later on August 14th at 10 a.m., subject to the
- 22 following caveat, and that is that a key witness to

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1 both parties may not be available that day and
 2 Mr. Brigida will contact both Ms. Johnson and myself
 3 if she's not available, because she's a Peoples'
 4 employee and we'll reschedule if this witness, Kaye
 5 Staley, cannot make it to the trial on August 14th.
 6
                 Is there anything that needs to be added?
 7
                               (No response.)
 8
                 Okay.
 9
                               (Whereupon, the above
10
                               matter was adjourned,
11
                               to be continued to
12
                               August 14, 2003 at
13
                               10 o'clock a.m.)
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